Meeting Summary						

INFORMATION						
DATE:	8/25/2011	**START TIME:**	2:08 P.M.	**END TIME**	3:15 P.M.	**LOCATION:**	Department of Information Technology, 27 Hazen Dr., Room 148

SUBJECT/ PROJECT:	New Hampshire Information Technology Council (IT Council)
PURPOSE:	Scheduled Meeting
CHAIRPERSON:	Colonel David Routhier, Director of Information Management, New Hampshire National Guard

ATTENDEES:

IT Council Members:

1. Colonel David Routhier, Director of Information Management, New Hampshire National Guard;
2. Nina Gardner, Judicial Council, Executive Director;
3. Kevin P. O'Brien, Dept. of Safety, Chief of Policy & Planning;

IT Council Designees

1. Grant Beckman, Dept. of Health & Human Services, Administrator II;
2. Charles Russell, Dept. of Administrative Services, Financial Data Management Director;
3. Missy Fulton, Dept. of Revenue Administration, Assistant Commissioner

Guest Attendees:

1. Bill Sulkanen, Lawson Software;
2. Mark Fairbank, Dept. of Administrative Services, Program Manager;
3. Brian Deschenes; IT Manager, State Treasury;
4. Rick Bailey, Dept. of Safety, Division of Motor Vehicles, Director;
5. Bill Burns, HP, AM;
6. Paul Winn, HP, General Manager;
7. Sheri Jammello, Xerox Corporation;
8. Paige Pantezzi, Xerox Corporation;
9. Cathy McGoldrick, Xerox Corporation;
10. Jodie Grimbilas, Bianco Professional Association;
11. Kevin O'Shea, URS

Department of Information Technology Staff:

1. Bill Rogers, CIO/Commissioner;
2. Rebecca Bolton, IT Manager, Agency Software Division;
3. Peter C. Hastings, Director, Agency Software Division;
4. Theresa Pare Curtis, Director, Web Services Division;
5. Wendy Pouliot, Director, Operations Division;
6. David Rys, Technical Support Specialist, Operations Division;
7. Leslie Williams, Chief Information Security Officer;
8. Rick Sheldon, IT Manager, Agency Software Division

ABSENTEES:	1. George N. Campbell, Jr, Dept. of Transportation, Commissioner; 2. Representative Brian Chiriciello, Rockingham County; 3. Kevin Clougherty, Dept. of Revenue Administration, Commissioner; 4. Art Durette, NH Association of Counties Representative, Deputy Sherriff Hillsborough County; 5. Senator James Forsythe, District 4; 6. Thomas B. Getz, Public Utilities Commission, Chairman; 7. Rebecca Landry (Keene IT Lead); 8. Nicholas Toumpas, Dept. of Health and Human Services, Commissioner;

ITEM #	AGENDA
	Public Session
1.	Welcome and Introduction of Meeting Attendees, David Routhier
2.	Discuss and Vote: Using e-mail to Review and Approve Minutes of Previous IT Council Meeting
3.	NHFirst Update
4.	NH Business One Stop
5.	Dept. of Safety Virtual Private Network
6.	Dept. of Revenue Administration – Integrated Tax Information System (iTIMS)
7.	Governor & Council Digitization
8.	Agency IT Strategic Plan Update
	Non-Public Session
1.	Cyber Security

ITEM #	MINUTES
1.	Colonel David Routhier welcomed the IT Council Members and Guests and introduced meeting attendees.
2.	**Discuss and Vote: Using e-mail to Review and Approve Minutes of Previous IT Council Meeting** Col. Routhier discussion points: • Previous meeting minutes don't get approved until three months later at the next meeting. • Can we use an e-mail vote that says yes or no and any discussion and get them published much sooner after the meetings: • Dep. Director Fulton asked about issues with Right to Know; Col. Routhier said there are no issues as this is a public meeting. • Ex. Director Gardner said they do want minutes electronically prior to a vote and we can put draft on them. • Col. Routhier said we can issue them as final when they have been voted on. • Chief of Policy & Planning O'Brien motioned to put a draft online subject to approval at the next meeting. • Assistant Commissioner Fulton seconded this, and all voted in favor. • Minutes will be posted as soon as they are drafted following each IT Council Meeting at http://www.nh.gov/doit/internet/divisions/itcouncil/index.php The May 20, 2011 Meeting Minutes were approved with a quorum present.

3.	**NHFirst Update**
	
	Mark Fairbank introduced himself as the Project Manager for Phase 2.
	
	Discussion Points:
	• Implementation will be for Human Resources (HR) and payroll modules as well as a couple for financials.
	
	• The team will use lessons learned during Phase 1 to implement Phase 2.
	• The State will use Lawson standard functionality and will try not to customize this as it introduces a level of risk that an aggressive time frame cannot tolerate.
	• The team will immediately engage the consultants and develop designs that make sense.
	• The first deliverable is the timekeeping module for January 2012. We will get four agencies up and running.
	• January 2013 the full payroll and HR systems are scheduled to be implemented.
	• Two other deliverables with time line not yet set (SunSpot has descriptive names of modules):
	  o Module so all agencies can use a standard asset management.
	  o Strategic sourcing – procurement – a way to standardize RFPs, and it will enable suppliers from around the world to see potential bid opportunities.
	• Concept of state employee self service will be available – live forms that you can input directly into the system, which takes a burden off HR.
	  o More than half the agencies are using a paper time card.
	  o With only two exceptions, there are still paper leave request forms.
	  o The timekeeping device in Lawson will integrate all the payroll, etc.
	  o Director Curtis asked if we are going to continue to see GHRS used after January 2012.
	    ▪ Mark said yes. Agencies will incrementally adopt the time and attendance; there are two phases of timekeeping.
	  o Safety, Administrative Services, Dept. of Information Technology and Revenue are pilot Agencies.

4.	**NH Business One Stop**
	
	Director Curtis discussion points:
	• This project is an initiative of the Governor.
	• This will streamline the business processes that interact with State Government.
	• This is the start of a long multi-year process to develop an online, 24x7, centralized portal for businesses to find the resources they need.
	• We want to make it easier for businesses to work with the State of NH:
	  o Running their business in NH.
	  o Expanding their business.
	  o Moving their business.
	• Online forms that a business needs to complete with a State agency will be available and can be completed electronically.
	• There will be a single sign-on to allow them to create an account.
	• There will be centralized management that they will be able to take advantage of.
	• Future phases:
	  o Bigger piece of putting a different face on State agencies.
	  o Better delivery of required information for businesses.
	  o Paperless transactions;
	  o Data that can be shared between agencies can be shared with different agencies – professional and occupational licensing.
	• There are some legal interpretations that need to be made and whether certain types of e-mail are legitimate for accepting information.
	• Need to determine what information is public versus not public and what can be shared with certain agencies.
	• There will be less processing time.
	• We can limit some printing and postage and will ask questions only once.

4.	**NH Business One Stop** (cont.)

	• Additional discussion included:
	     o The major areas on the draft home page.
	     o Users will be able to create an account in order to keep the information or use the site anonymously.
	     o There is funding for the project and a Developer position that needs to be filled.
	     o The Department of Revenue will be brought in during the second phase of the project.
	       ▪ The go live date is September 20, 2012.

5.	**Department of Safety Virtual Private Network (VPN)**
	
	 Rick Sheldon discussion points:
	 • The Department of Safety is paying for the communication lines, hardware and software to install VPN connections for municipalities and various town/city police departments.
	 • This solution will allow us to open a secure channel over the Internet. It does two things:
	     o Potential to save money.
	     o Gives us more security.
	 • Currently piloting Concord and Sunapee.
	     o Sunapee is working and communicates through their Internet Service Provider.
	     o Vendor software is not working as well with Windows 2000 operating systems that some towns have. We are trying to work out the bugs.
	     o Col. Routhier asked if the main purpose is to connect Town Clerks with Safety.
	       ▪ Rick replied that we are also looking at police departments as well for State Police (SPOTS).
	       ▪ The Department is trying to reduce the amount of paper by utilizing this technology..

6.	**Department of Revenue Administration – Integrated Tax Information System (iTIMS)**
	
	 Assistant Commissioner Fulton discussion points:
	 • This is a $7 million Capital project, which encompasses many (16) sub-projects.
	 • Voice over Internet Protocol (VoIP) was just implemented.
	 • With the updated technology, the State will be able to provide better service and get some great statistics .
	 • A significant problem was that the State could not get the full view of the taxpayer. This new platform will be overlaid with a software system to roll up all this information.
	 • This will provide better efficiency to taxpayers to be able to deal with "one-stop shopping".
	 • This project will also provide electronic filing capabilities.
	     o Business' file with the IRS, the IRS then sends the State appropriate data.
	 • GIS technology will be implemented in the equalization program.
	     o There are many applications of this technology that can assist during a natural disaster.
	     o The Department will be able to share information with Safety and other State agencies.
	 • Assistant Commissioner Fulton commented that without sharing tasks between DRA and DoIT resources, they could not be as far along as they are.

7.	**Governor & Council Digitization**
	
	Commissioner Rogers' discussion points:
	• New Hampshire has a unique Governor & Council (G&C) process.
	• Meetings are held every two weeks where the Council reviews all State contracts over $10,000.
	• The last meeting in June there were 15,000 copies of paper documents made.
	• The G&C asked DoIT to help design and implement a better process.
	• This project is still in the embryonic stages.
	• DoIT has proposed a solution utilizing iPads and is currently piloting with two Councilors.
	• Director Curtis said this is not changing the contract process in the State, but it will reduce the number of paper copies of documents needed as well as the time of State Police to hand carry the agenda packets to every G&C member in the State.
	• There is an ongoing project with the Department of Health and Human Services (DHHS) and the Department of Administrative Services (DAS) to re-engineer the contract process and move it from a paper to a digital solution.
	• The question was asked if the delivery by State Troopers is by statute. Commissioner Rogers' responded that it is a convenience.
	   o Director Curtis added that it takes five man hours to delivery these documents and the average number of pages is 2000.
	• Additional comments about this project:
	   o We will be able to take the whole packet and post it to the web and members of the public will be able to see this.
	   o This will help the State to increase transparency.

8.	**Agency IT Strategic Plan Update** Commissioner Rogers' discussion points: • Rebecca Bolton and Commissioner Rogers' have met with 85 percent of the Executive Branch Agencies. • DoIT should be able to consolidate the themes and technical direction for the State within the coming months. • The Strategic Plan will be posted to the internet once it is complete. • Rebecca discussed Balance Scorecard, Smart Objects, focusing on people, technology, etc. • The work to be accomplished via the DoIT IT Capital Budget requests will greatly improve DoIT's ability to provide quicker/greater connectivity for Agencies, more efficient use of hardware through server virtualization, more technology solutions to improve work process, such as audio video and VoIP.

	Discussions Not on the Agenda
	Commissioner Rogers:
	• Is this forum meeting your expectations?
	• Are we heading in the right direction?
	o He received the okay to continue with this format.
	o Col. Routhier said we use this as a way to get information.
	Updates on previous agenda topics of consolidation of printers, virtualization, etc.:
	• Director Pouliot discussed server virtualization/virtual environment in the DoIT Data Center.
	o DoIT is working with Revenue and Environmental Services and looking at their physical servers that can be centralized.
	o Equipment will be re-purposed or surplused as appropriate.
	o During the Technical Review of IT purchases, DoIT evaluates whether new servers are necessary or whether the virtual environment can be taken advantage of.
	o We would have 100 servers virtualized at the end of this year and shooting for a total of 200 next year.
	• Commissioner Rogers discussed VoIP:
	o Revenue, Courts and DRED (Hampton Beach) have implemented VoIP.
	o Next on the schedule is Health and Human Services at the Brown Building and two district offices.
	o Director Pouliot commented that we hope to have network redundancy done by the end of the year and will enable video conferencing and wireless in the Concord area.
	o Director Gallerani's team is looking at virtualizing desktops and the network upgrades are required to be able to do this.
	Col. Routhier took a roll-call vote to go to non-public session.

ACTION ITEMS			
ITEM #	**DESCRIPTION**	**Assigned To**	**Due Date**
NEXT MEETING: November 18, 2011, 2-4pm; Location: Collaboration Center, 27 Hazen Drive, Concord, NH			